

Role: Receptionist/Administration	Region / Department: Highlands & Islands
Reports to: Office Manager – Highlands & Islands	Pay Band: Grade 2 Lower, £12.60 Per Hour
Location: Balnain House, 40 Huntly Street, Inverness, IV3 5HR	Type of Contract: Permanent, 40 Hours Per Week

JOB PURPOSE

You will be responsible for providing administration support to the Office Manager and wider team based at Balnain House, Inverness and across the Highland & Islands region. You will ensure all general administration is undertaken diligently, efficiently and carried out within the Trust's procedures and policies.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Ensure all general administrative tasks are undertaken efficiently, effectively, and timeously, including (but not limited to):

- Reception (operating switchboard, entry buzzer system).
- Ensure all staff and visitors are given H&S Induction to the building
- Property correspondence (mail, email, and telephone).
- Filing and record-keeping, in digital and hardcopy, ensuring compliance with data protection regulations;
- Meeting's support (bookings, support documentation).
- Data entry of deliveries – weekly, monthly, and ad hoc.
- Diary Management.
- Support with developing and preparing reports, and/or presentation material
- Purchase ordering and coordination with suppliers;
- Balnain Office Staff -provide support as required.
- Maintain First Aid box, replenishing stock as and when required.
- Stock control/ordering for Balnain House
- Assisting the office management team in Health and Safety compliance, including the reporting of accidents and incidents, and maintenance of the property's Safe System of Work documents;

You must be flexible to meet the needs of the property.

Department specific – visitor services

- Embody the Trust's values.
- Provide excellent customer service and care to all staff, visitors, and volunteers.

QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

Essential

- Qualification in business administration – HND or Diploma – or relevant experience.

Experience

Essential

- Ability and competence to intermediate level in MS packages – Word, Excel, Outlook and Powerpoint.

- Possess excellent communication skills (written and oral).
- Must be diligent and accurate with excellent eye for detail.
- Excellent customer care skills
- Well-developed time management and organisation skills – ability to prioritise workload.

Desirable

- Previous experience providing administrative support to several different departments highly desirable.

DIMENSIONS AND SCOPE OF JOB

Scale

- Balnain House was built in the 1720s and re-styled in the 1790s as a Georgian town house. It was lived in until the 1960s when it quickly fell into disrepair. Saved by the Balnain Trust, it became The Home of Highland Music in the 1990s. It is now the Highlands and Islands regional office for the National Trust for Scotland and its tenants.
- 32 staff are based at Balnain House, with other NTS staff and visitors using hot desks and meeting rooms as and when required.
- Balnain House office hours are 8am – 5pm, Monday to Friday year-round although some flexibility required by the post holder as on occasion travel will be required.

People Management

- Not a line manager.
- The post-holder will work frequently with the wider property staff and volunteers and successful regional team.

Finance Management

- No budget responsibility.
- Access to PC and relevant IT systems, i.e. standard NTS management systems including Intranet, T:Drive, Microsoft Dynamics, EPOS.

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

Applications

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk by Sunday 9th November 2025.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example, "Receptionist/Admin – Balnain House"